| MOUNTAIN VILLAGE                            | Rusiness        | and Cover        | ment Activit                | v Panant            |   |                      |                 |
|---|-----------------|------------------|-----------------------------|---------------------|---|----------------------|-----------------|
|   |                 |                  | ment Activity ing: December |                     |   |                      |                 |
|   | 2 01 011        |                  | )18                         |                     | )17   | Var                  | iance           |
| Activity                                    | MONTH           | YTD              | MONTH                       | YTD                 | Variance Variance %                               |                      |                 |
| Cable/Internet                              |                 | In November 2    | 018, bulk intern            | et subscribers in   | creased 8%  |                      |                 |
| # Residential & Bulk Basic Cable            |                 | 807              | !                           | 833                 |   | (26)                 | -3.1%           |
| # Premium Channel Residential & Bulk S      | ubscribers      | 449              | <u></u>                     | 473                 | <del></del>                                       | (24)                 | -5.1%           |
| # Digital Subscribers                       |                 | 207              | <del></del>                 | 217                 | <del></del>                                       | (10)                 | -4.6%           |
| # Internet Subscribers                      |                 | 1,878            |                             | 1,745               | <del></del>                                       | 133                  | 7.6%            |
| Average # Phone Subscribers                 |                 | 99               |                             | 102                 | i   | (3)                  | -2.9%           |
| Village Court Apartments                    |                 |                  |                             |                     | -   | , ,                  | •               |
| Occupancy Rate                              | %               | 99.55%           | 98.53%                      | 98.19%              | 97.13%  | 1.40%                | 1.4%            |
| # Vacated Units                             |                 | 2                | 14                          | 2                   | 35  | (21)                 | -60.0%          |
| # Work Orders Completed                     |                 | 28               | 367                         | 32                  | 591   | (224)                | -37.9%          |
| # on Waiting List                           |                 | 154              |                             | 101                 | <u> </u>  | 53                   | 52.5%           |
| Public Works                                |                 |                  |                             |                     |   |                      | •               |
| Service Calls                               |                 | 338              | 4,220                       | 373                 | 3,798   | 422                  | 11.1%           |
| Snow Fall                                   | Inches          | 53               | 226                         | 6                   | 130   | 96                   | 73.8%           |
| Snow Removal - Streets & Prkg Lots          | Hours           | 853              | 2,523                       | 197                 | 1,462   | 1,061                | 72.6%           |
| Roadway Maintenance                         | Hours           | 18               | 2,916                       | 161                 | 3,132   | (216)                | -6.9%           |
| Water Billed Consumption                    | Gal.            | 57,666,000       | 294,396,000                 | 47,167,000          | 216,619,000                                       | 77,777,000           | 35.9%           |
| Sewage Treatment                            | Gal.            | 8,952,000        | 91,827,000                  | 6,101,000           | 78,898,000  | 12,929,000           | 16.4%           |
| Child Development Fund                      |                 |                  |                             |                     |   |                      |                 |
| # Infants & Toddlers Actual Occupancy       |                 | 16.31            | 230.06                      | 20.14               | 248.43  | (18.37)              | -7.4%           |
| # Preschoolers Actual Occupancy             |                 | 14.59            | 175.77                      | 13.79               | 162.21  | 13.56                | 8.4%            |
| Transportation and Parking                  |                 |                  |                             |                     |   |                      |                 |
| GPG (noon snapshot)                         |                 | 9,637            | 69,736                      | 7,736               | 57,656  | 12,080               | 21.0%           |
| GPG Parking Utilization (% of total # of s  | paces occupied) | 69.8%            | 41.5%                       | 56.1%               | 34.3%   | 7.2%                 | 21.0%           |
| HPG (noon snapshot)                         |                 | 1,933            | 12,981                      | 1,550               | 11,939  | 1,042                | 8.7%            |
| HPG Parking Utilization (% of total # of s  | 60.8%           | 33.6%            | 48.7%                       | 30.9%               | 2.7%  | 8.7%                 |                 |
| Total Parking (noon snapshot)               |                 | 15,917           | 124,640                     | 14,541              | 113,754   | 10,886               | 9.6%            |
| Parking Utilization (% of total # of spaces | occupied)       | 65.6%            | 42.2%                       | 59.9%               | 38.5%   | 3.7%                 | 9.6%            |
| Paid Parking Revenues                       |                 | \$40,451         | \$336,646                   | \$30,729            | \$341,445   | (\$4,799)            | -1.4%           |
| Bus Routes                                  | # of Passengers | 0                | 53,264                      | 2,786               | 55,935  | (2,671)              | -4.8%           |
| Employee Shuttle                            | # of Passengers | 1,419            | 15,053                      | 1,253               | 14,887  | 166                  | 1.1%            |
| Employee Shuttle Utilization Rate           | %               | 55.9%            | 51.3%                       | 51.1%               | 50.1%   | 1.20%                | 2.4%            |
| Inbound (Vehicle) Traffic (Entrance)        | # of Cars       | 68,677           | 775,435                     | 69,975              | 770,384   | 5,051                | 0.7%            |
|   |                 |                  |                             |                     | , 1 vca worker, 3 poli<br>cle maint (seas), 1 day |                      |                 |
| Human Resources                             |                 |                  | g                           | ,                   | (/,   | ,                    | ,               |
| FT Year Round Head Count                    |                 | 81               |                             | 79                  |   | 2                    | 2.5%            |
| Seasonal Head Count (FT & PT)               |                 | 2                |                             | 3                   |   | (1)                  | -33.3%          |
| PT Year Round Head Count                    |                 | 23               |                             | 28                  |   | (5)                  | -17.9%          |
| Gondola FT YR, Seasonal, PT YR Head C       | Count           | 64               |                             | 61                  |   | 3                    | 4.9%            |
| Total Employees                             |                 | 170              |                             | 171                 |   | (1)                  | -0.6%           |
| Gondola Overtime Paid                       | Hours           | 444              | 3768                        | 375                 | 2759  | 1,009                | 36.6%           |
| Other Employee Overtime Paid                |                 | 24               | 1540                        | 89                  | 1485  | 55                   | 3.7%            |
| # New Hires Total New Hires                 |                 | 6                | 92                          | 2                   | 87  | 5                    | 5.7%            |
| # Terminations                              |                 | 3                | 82                          | 5                   | 56  | 26                   | 46.4%           |
| # Workmen Comp Claims                       |                 | 1                | 7                           | 0                   | 7   | 0                    | 0.0%            |
| Workmen Comp Claims Costs                   |                 | \$240            | \$5,044                     | \$0                 | \$9,785   | (\$4,741)            | -48.5%          |
| Marketing & Business Development            |                 | Prior year numbe | rs will be skewed du        |                     | s, many transitions t<br>n inaccurate.            | took place in 2017 l | eaving comparis |
| Town Hosted Meetings                        |                 | 4                | 53                          | information<br>6    | !   | (3)                  | -5.4%           |
| Email Correspondence Sent                   |                 | 4<br>11          | 114                         | 8                   | 56<br>95  | 19                   | -5.4%<br>20.0%  |
| E-mail List                                 | ш               | 8,403            | 114                         | 4,674               | 73  | 0                    | 20.0%<br>79.8%  |
|   | #               | 8,403<br>0       | 15.060                      | <b>}</b>            | 22 205  |                      | t               |
| Wifi Subscribers Press Releases Sent        |                 | 1                | 15,060<br>27                | 2                   | 23,305<br>24                                      | (8,245)              | -35.4%<br>12.5% |
| Gondola and RETA                            |                 |                  | revenues are un             |                     | <i>4</i> +  | J                    | 14.3%           |
| Gondola Gondola                             |                 | 324,093          | 3,026,131                   | 285,081             | 2,813,254   | 212,877              | 7.6%            |
| Gondola<br>Chondola                         | # of Passengers |                  | L                           |                     | t   |                      |                 |
| RETA fees collected by TMVOA                | # of Passengers | 27,576           | 132,608<br>5,691,103        | 25,889<br>1,135,899 | 118,257<br>8,478,981                              | 14,351               | 12.1%<br>-32.9% |

| Activity Police Calls for Service Investigations             |   |               |                 | MONTH        | YTD             | MONTH                                     | YTD                | Variance       | Variance %  |
|--|---|---------------|-----------------|--------------|-----------------|---|--------------------|----------------|-------------|
| Calls for Service  |   |               |                 |              |                 |   |                    |                |             |
|  |   |               |                 |              |                 |   |                    |                |             |
| Investigations   | 5   |               | #               | 406          | 4,320           | 371                                       | 4,298              | 22             | 0.5%        |
|  |   |               | #               | 18           | 186             | 27  | 304                | (118)          | -38.8%      |
| Alarms   |   |               | #               | 46           | 350             | 30  | 257                | 93             | 36.2%       |
| Arrests  |   |               | #               | 6            | 31              | 3   | 16                 | 15             | 93.8%       |
| Traffic Contacts   | 3   |               | #               | 11           | 208             | 16  | 315                | (107)          | -34.0%      |
| Traffic Tickets V  | Written                                       |               | #               | 8            | 101             | 1   | 93                 | 8              | 8.6%        |
| Parking Tickets  | Written                                       |               | #               | 490          | 3,800           | 507                                       | 3,629              | 171            | 4.7%        |
| Administrative I   | Dismissals                                    |               | #               | 7            | 68              | 12  | 67                 | 1              | 1.5%        |
| Building/Planning  |   |               |                 |              |                 |   |                    |                |             |
| Community Dev  | velopment Reve                                | nues          |                 | \$9,520      | \$1,144,734     | \$30,131                                  | \$2,036,548        | (\$891,814)    | -43.8%      |
| # Permits Issued   | <u> </u>                                      |               |                 | 31           | 461             | 42  | 575                | (114)          | -19.8%      |
| Valuation of Mt  | n Village Remo                                | del/New/Addi  | tions Permits   | \$241,500    | \$30,532,893    | \$112,480                                 | \$64,077,886       | (\$33,544,993) | -52.4%      |
| Valuation Mtn V  | Village Electric/                             | Plumbing/Oth  | er Permits      | \$21,700     | \$2,550,711     | \$17,950                                  | \$3,004,383        | (\$453,672)    | -15.1%      |
| Valuation Tellus   | ride Electric/Plu                             | mbing Permits | S               | \$477,750    | \$4,420,647     | \$586,178                                 | \$6,333,926        | (\$1,913,279)  | -30.2%      |
| # Inspections Co   | ompleted                                      |               |                 | 206          | 2,759           | 301                                       | 2,995              | (236)          | -7.9%       |
| # Design Review  |   | a Items       |                 | 3            | 104             | 10  | 84                 | 20             | 23.8%       |
| # Staff Review   | Approvals                                     |               |                 | 34           | 387             | 20  | 462                | (75)           | -16.2%      |
| Recreation   |   |               |                 |              |                 |   | nber 1 - April 30  | 1              |             |
| Mile of Trails M   |   |               |                 | 14.7         | 66.1            | 8.0                                       | 67.1               | (1.00)         | -1.5%       |
| Platform Tennis  |   |               |                 | 40           | 374             | 40  | 484                | (110)          | -22.7%      |
| Ice Rink Skaters   |   |               |                 | 2113         | 4800            | 271                                       | 6528               | (1,728)        | -26.5%      |
| Snow Cat Hours   | 3   |               |                 | 3            | 35              | 0   | 358                | (322)          | -90.1%      |
| Plaza Services   |   |               |                 |              | · I             |   |                    | l              |             |
| Snow Removal   |   |               | Hours           | 460          | 1444            | 84  | 1768               | (325)          | -18.4%      |
| Plaza Maintenar  | nce   |               | Hours           | 323          | 4802            | 564                                       | 4266               | 536            | 12.6%       |
| Lawn Care  |   |               | Hours           | 0            | 1586            | 19  | 1993               | (407)          | -20.4%      |
|  | Plant Care Hours                              |               |                 |              | 3317            | 20  | 3162               | 156            | 4.9%        |
| Irrigation Hours   |   |               |                 | 0            | 811             | 0   | 796                | 16             | 2.0%        |
| TMV Trash Col<br>Christmas Decor                             |   |               | Hours           | 88<br>350    | 1239<br>2886    | 134<br>407                                | 1156<br>2393       | 83<br>493      | 7.2%        |
| Vehicle Maintenar  |   |               | Hours           | 330          | 2000            | 407                                       | 2393               | 493            | 20.6%       |
| # Preventive Ma  |   | um o d        |                 | 14           | 231             | 23  | 219                | 12             | 5.5%        |
|  |   | illeu         |                 | 19           | 321             | 23<br>17                                  | 273                | 48             | 17.6%       |
| # Repairs Completed Special Projects                         |   |               |                 | 1            | 15              | 3   | 48                 | (33)           | -68.8%      |
| # Roadside Assi  |   |               |                 | 0            | 4               | 0   | 4                  | 0              | 0.0%        |
| Finance  | 515   |               |                 | U            |                 | Ü   |                    |                | 0.070       |
| # Employee Bas   | ed Business Lic                               | enses Issued  |                 | 22           | 864             | 6   | 836                | 28             | 3.3%        |
| # Privately Lices  |   |               |                 | 0            | 75              | 0   | 74                 | 1              | 1.4%        |
| # Property Management Licensed Rentals                       |   |               |                 | 1            | 425             | 0   | 415                | 10             | 2.4%        |
| # VRBO Listing   | ·   |               |                 | 529          |                 | 394                                       |                    | 135            | 34.3%       |
| # Paperless Billing Accts (YTD is total paperless customers) |   |               |                 | 32           | 890             | 28  | 811                | 79             | 9.7%        |
| # of TMV AR Bills Processed                                  |   |               |                 | 2,128        | 25,611          | 2,162                                     | 25,722             | (111)          | -0.4%       |
|  |   | Acc           | ounts Receival  | ble          |                 |   |                    |                |             |
|  | TMV Operation                                 | g Receivables | Utilities - Br  | oadband and  |                 |   | Ī                  |                |             |
|  | (includes Gone                                |               | Water           | /Sewer       | VCA - Village C |   | -                  | und Investme   | •           |
| Current  | \$424,399                                     | 99.5%         | \$518,168       | 71.8%        | \$4,871         | 78.8%                                     | Change in Value    | (Month)        | \$24,760    |
| 30+ Days   | 251   | 0.1%          | 184,018         | 25.5%        | 435             | 7.0%                                      | Ending Balance     |                | \$8,704,081 |
| 60+ Days   |   | 0.0%          | 11,550          | 1.6%         |                 | 0.0%                                      | Investment Incon   | ne (Month)     | \$10,938    |
| 90+ Days   | 57  | 0.0%          | 6,157           | 0.9%         | 873             | 14.1%                                     | Portfolio Yield    |                | 2.23%       |
| over 120 days  | 1,731   | 0.4%          | 1,787           | 0.2%         | - e             | 0.0%                                      | Yield Change (M    | onth)          | +.17        |
| Total  | \$ 426,437   100.0%   \$ 721,6                |               |                 | 100.0%       | \$ 6,180        | 6,180 100.0%<br>Change Since Last Month - |                    |                |             |
|  | Other Billings - CDF,<br>Construction Parking |               | Total           | All AR       | _               |   | Other Statistics   |                |             |
| Current  |   |               | \$ 947,002      | 81.5%        | \$ 278,443      | •   |                    |                | 1,411       |
| CHITCH   | 1,200   | 16.8%         | 185,904         | 16.0%        | 128,006         | 31.6%                                     | (Active) Register  |                | 882         |
|  |   |               |                 |              |                 | 0.9%                                      | Property Valuation |                | 289,947,030 |
| 30+ Days   | 1,931   | 27.0%         | 13.481          | 1.2%         | 3.477           | 0.9%                                      | Froperty vamani    | )II            |             |
|  | 1,931<br>388                                  | 27.0%<br>5.4% | 13,481<br>7,475 | 1.2%<br>0.6% | 3,477<br>(590)  |   | Froperty varuation | οn             | 209,947,030 |
| 30+ Days<br>60+ Days   |   |               |                 |              | i               | -0.1%<br>-1.0%                            | Property variation | on             | 209,947,030 |

## Town of Mountain Village Broadband Subscriber Statistics

|   | JAN                   | FEB                     | MAR                   | APR                   | MAY                   | JUNE                   | JULY                  | AUG                   | SEPT                  | ОСТ                    | NOV                    | DEC                   | TOTAL                  |
|---|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|
| 2018 EBU Subscribers                                  |                       |                         |                       |                       |                       |                        |                       |                       |                       |                        |                        |                       |                        |
| Basic - Residential                                   | 665                   | 666                     | 656                   | 600                   | 590                   | 618                    | 647                   | 646                   | 629                   | 586                    | 573                    | 587                   | 7,463                  |
| Increase (Decrease) - Prior Year                      | 2.47%                 | 1.99%                   | 1.08%                 | 0.67%                 | 3.33%                 | 2.83%                  | 0.62%                 | 0.94%                 | 1.29%                 | 0.00%                  | -0.69%                 | -3.77%                | 0.91%                  |
| Basic - Bulk  | 216                   | 216                     | 219                   | 220                   | 220                   | 220                    | 220                   | 220                   | 220                   | 220                    | 220                    | 220                   | 2,631                  |
| Increase (Decrease) - Prior Year                      | -17.24%               | -8.86%                  | <i>-7.59%</i>         | <b>-7.17%</b>         | -7.56%                | <b>-7.95%</b>          | <b>-7.95%</b>         | <b>-7.95%</b>         | 0.00%                 | -0.90%                 | -0.90%                 | -1.35%                | -6.50%                 |
| Premium - Residential                                 | 284                   | 277                     | 274                   | 257                   | 255                   | 262                    | 270                   | 262                   | 252                   | 238                    | 235                    | 235                   | 3,101                  |
| Increase (Decrease) - Prior Year                      | -16.22%               | -18.29%                 | -18.45%               | -14.62%               | -11.76%               | -10.88%                | -10.60%               | -12.67%               | -13.40%               | -13.14%                | -12.64%                | -15.77%               | -14.17%                |
| Premium - Bulk  | 214                   | 214                     | 214                   | 214                   | 214                   | 214                    | 214                   | 214                   | 205                   | 214                    | 214                    | 214                   | 2,559                  |
| Increase (Decrease) - Prior Year                      | 4.39%                 | 3.88%                   | 3.88%                 | 3.88%                 | 3.38%                 | 3.38%                  | 3.38%                 | 2.88%                 | 15.82%                | 10.88%                 | 10.31%                 | 10.31%                | 6.18%                  |
| Digital   | 230                   | 230                     | 225                   | 207                   | 206                   | 214                    | 228                   | 224                   | 216                   | 204                    | 200                    | 207                   | 2,591                  |
| Increase (Decrease) - Prior Year                      | -13.53%               | <b>-13.86%</b>          | -15.41%               | -14.46%               | -13.08%               | -12.30%                | <b>-12.98%</b>        | -15.15%               | <b>-2.70%</b>         | <b>-3.32%</b>          | <b>-1.48%</b>          | <b>-4.61%</b>         | -10.69%                |
| Internet Increase (Decrease) - Prior Year             | 1,774<br><b>0.17%</b> | 1,757<br><b>-0.73</b> % | 1,767<br><b>0.06%</b> | 1,731<br><b>3.96%</b> | 1,714<br><b>2.57%</b> | 1,747<br><b>2.04</b> % | 1,779<br><b>2.30%</b> | 1,772<br><b>0,11%</b> | 1,764<br><b>1,38%</b> | 1,730<br><b>2.61</b> % | 1,862<br><b>9,92</b> % | 1,878<br><b>7.62%</b> | 21,275<br><b>2.63%</b> |
| Phone   | 101                   | <b>-0.73</b> %<br>98    | 101                   | 3.96%<br>101          | 103                   | 102                    | 102                   | 102                   | 1.36%                 | 101                    | <b>9.92%</b><br>99     | 7. <b>02%</b><br>99   | 1,210                  |
| Increase (Decrease) - Prior Year                      | -9.01%                | -10.09%                 | 2.02%                 | -7.34%                | 4.04%                 | 2.00%                  | 2.00%                 | 0.00%                 | -1.94%                | -1.94%                 | <b>-2.94%</b>          | <b>-2.94%</b>         | -2.34%                 |
| 2017 EBU Subscribers Basic - Residential              | 649                   | 653                     | 649                   | 596                   | 571                   | 601                    | 643                   | 640                   | 621                   | 586                    | 577                    | 610                   | 7,396                  |
| Increase (Decrease) - Prior Year                      | -5.12%                | 14.76%                  | -1.82%                | 6.81%                 | <i>-7.75%</i>         | -0.66%                 | -0.16%                | 2.56%                 | 0.49%                 | -0.34%                 | 0.17%                  | -1.77%                | 0.39%                  |
| Basic - Bulk  | 261                   | 237                     | 237                   | 237                   | 238                   | 239                    | 239                   | 239                   | 220                   | 222                    | 222                    | 223                   | 2,814                  |
| Increase (Decrease) - Prior Year                      | -19.94%               | -27.30%                 | -23.55%               | -23.55%               | -23.23%               | -22.40%                | -22.40%               | -22.40%               | -28.34%               | -27.69%                | -27.92%                | -27.60%               | -24.68%                |
| Premium - Residential                                 | 339                   | 339                     | 336                   | 301                   | 289                   | 294                    | 302                   | 300                   | 291                   | 274                    | 269                    | 279                   | 3,613                  |
| Increase (Decrease) - Prior Year                      | 20.21%                | 20.21%                  | 18.73%                | 4.88%                 | -32.16%               | -7.26%                 | -10.65%               | -5.66%                | -10.74%               | -9.57%                 | -12.38%                | -12.81%               | -4.65%                 |
| Premium - Bulk  | 205                   | 206                     | 206                   | 206                   | 207                   | 207                    | 207                   | 208                   | 177                   | 193                    | 194                    | 194                   | 2,410                  |
| Increase (Decrease) - Prior Year                      | -14.23%               | -13.81%                 | -3.29%                | -3.29%                | -2.82%                | -2.82%                 | -2.82%                | -2.35%                | -16.90%               | -9.39%                 | -8.92%                 | <i>-8.92%</i>         | -7.59%                 |
| Digital   | 266                   | 267                     | 266                   | 242                   | 237                   | 244                    | 262                   | 264                   | 222                   | 211                    | 203                    | 217                   | 2,901                  |
| Increase (Decrease) - Prior Year                      | 2.31%                 | <i>-8.8</i> 7%          | -10.44%               | <i>-13.88%</i>        | -11.24%               | <i>-6.15%</i>          | -3.68%                | 0.00%                 | <i>-15.</i> 59%       | <i>-13.88%</i>         | -15.42%                | -14.90%               | -9.26%                 |
| Internet  | 1,771                 | 1,770                   | 1,766                 | 1,665                 | 1,671                 | 1,712                  | 1,739                 | 1,770                 | 1,740                 | 1,686                  | 1,694                  | 1,745                 | 20,729                 |
| Increase (Decrease) - Prior Year                      | 8.05%                 | 5.86%                   | 6.45%                 | 4.98%                 | 2.08%                 | 3.82%                  | 2.72%                 | 5.48%                 | 3.94%                 | 11.07%                 | -3.53%                 | 1.28%                 | 4.25%                  |
| Phone   | 111                   | 109                     | 99                    | 109                   | 99                    | 100                    | 100                   | 102                   | 103                   | 103                    | 102                    | 102                   | 1,239                  |
| Increase (Decrease) - Prior Year                      | 18.09%                | 15.96%                  | 3.13%                 | 11.22%                | 0.00%                 | 6.38%                  | -3.85%                | -1.92%                | -6.36%                | -3.74%                 | -1.92%                 | <del>-4.67%</del>     | 2.31%                  |
| 2016 EBU Subscribers                                  | 604                   | F60                     | 664                   | EEO                   | 640                   | 605                    | 644                   | 624                   | 649                   | F00                    | F76                    | 604                   | 7 267                  |
| Basic - Residential  Increase (Decrease) - Prior Year | 684                   | 569                     | 661                   | 558                   | 619                   | 605                    | 644                   | 624                   | 618                   | 588                    | 576                    | 621                   | 7,367                  |
| Basic - Bulk  | 326                   | 326                     | 310                   | 310                   | 310                   | 308                    | 308                   | 308                   | 307                   | 307                    | 308                    | 308                   | 3,736                  |
| Increase (Decrease) - Prior Year                      | 320                   | 520                     | 3.0                   | 310                   | 3.0                   | 330                    | 300                   | 550                   | 501                   | 307                    | 300                    | 550                   | 5,750                  |
| Premium - Residential                                 | 282                   | 282                     | 283                   | 287                   | 426                   | 317                    | 338                   | 318                   | 326                   | 303                    | 307                    | 320                   | 3,789                  |
| Increase (Decrease) - Prior Year                      | 202                   | 202                     | 200                   | 201                   | 123                   | 017                    | 000                   | 0.0                   | 020                   | 000                    | 00.                    | 020                   | 5,7 55                 |
| Premium - Bulk  | 239                   | 239                     | 213                   | 213                   | 213                   | 213                    | 213                   | 213                   | 213                   | 213                    | 213                    | 213                   | 2,608                  |
| Increase (Decrease) - Prior Year                      | 233                   | 200                     | 2.0                   | 2.0                   | 2.0                   | 2.0                    | 2.0                   | 2.10                  | 2.10                  | 2.0                    | 2.0                    | 2.10                  | 2,000                  |
| Digital   | 260                   | 293                     | 297                   | 281                   | 267                   | 260                    | 272                   | 264                   | 263                   | 245                    | 240                    | 255                   | 3,197                  |
| Increase (Decrease) - Prior Year                      | 250                   | 200                     | 201                   | 201                   | 201                   | 200                    | 2,2                   | 204                   | 200                   | 2.10                   | 2.10                   | 200                   | 5,151                  |
| Internet  | 1,639                 | 1,672                   | 1,659                 | 1,586                 | 1,637                 | 1,649                  | 1,693                 | 1,678                 | 1,674                 | 1,518                  | 1,756                  | 1,723                 | 19,884                 |
| Increase (Decrease) - Prior Year                      | .,230                 | .,                      | .,                    | .,                    | .,                    | .,2.0                  | .,                    | .,                    | .,                    | .,                     | .,. 20                 | .,. 20                | ,                      |
| Phone   | 94                    | 94                      | 96                    | 98                    | 99                    | 94                     | 104                   | 104                   | 110                   | 107                    | 104                    | 107                   | 1,211                  |
| Increase (Decrease) - Prior Year                      |                       |                         |                       |                       |                       |                        |                       |                       |                       |                        |                        |                       |                        |